



Dispute Resolution Policy

Role(s) Responsible for Enforcement: Senior Education Administrator and/or Senior Management

POLICY

1. This policy governs complaints from students respecting Jura Institute and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time nor will they be charged any fees for filing a complaint.
3. The process by which the student complaint will be handled is as follows:
 - All student complaints must be made in writing.

The student must provide the written complaint to the Senior Educational Administrator (sea@jurainstitute.ca) who is responsible for making an initial determination in respect of complaints. If the Senior Educational Administrator is absent or is named in a complaint, the student must provide the complaint to the President (president@jurainstitute.ca).

4. The Senior Educational Administrator will review any complaints and consult with Senior Management if deemed necessary.
5. The process by which the student complaint will be handled is as follows:

Within 5 school days of receiving the complaint, the Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).

Following the meeting with the student, the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.

Any necessary inquiries or investigations shall be completed within 10 school days of the initial meeting with the student. This timeline can be extended with approval of Senior Management if the complaint is deemed complicated and requires additional time.

The Senior Educational Administrator will meet with the student and/or other persons and do one of the following:

- Determine that the concern(s) were not substantiated; or
- Determine that the concern(s) were substantiated, in whole or in part.



The Senior Educational Administrator will prepare a written summary of the determination and a report of what action(s) may be taken. This summary and report will be reviewed and approved by the Senior Management.

A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file. If the student is under 19 years of age, a copy will be sent to their guardian/ parent.

Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.

6. The student making the complaint may be represented by an agent or a lawyer.
1. ***NOTE:*** *If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the College regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (<https://www.privatetraininginstitutions.gov.bc.ca>). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program. Note: This filing is only applicable for programs requiring PTIB approval.*

Jura Institute of
Technology